Missing of passengers' luggage at Palam Airport

†1320. SHRI MOTILAL VORA: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that incidents of theft of luggage of passengers is continuously taking place despite the changes made in the security staff at the Palam Airport;

(b) if so, the reasons therefor;

(c) the number of theft incidents that took place during the last two years and till date together with the details of loss to each passenger, month-wise;

(d) the compensation provided by Government to each of the affected passengers; and

(e) the details of the steps being taken by Government to curb incidents of theft?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) to (c) As per the information furnished by Air India (AI), Indian Airlines (IA), Jet Airways the number of theft/pilferage cases at Indira Gandhi International Airport (IGIA), Delhi is as under:—

Name of Airlines	Number of theft/pilferage		
	2002	2003	2004 (upto July)
Air India	70	89	56
Indian Airlines	1	2	3
Jet Airways	—	7	2

(d) All claims related to loss/pilferage are settled in accordance with the provisions of Carriage by Air Act under which Indian Airlines is liable to settle the claim at the rate of Rs. 450/- per kg. on domestic carriage and USD 20/- per kg. on international carriage.

(e) AAI has installed surveillance cameras at key locations inside and outside the Terminal Buildings to keep vigil on movement of passengers and baggage. CISF also keep a strict vigil in terminal Building to prevent theft of luggage. Patrolling by CISF has been intensified in the vulnerable areas.

† Original notice of the question was received in Hindi.